Notice of Allowability	Application No.	Applicant(s)	
	09/911,839	KAY ET AL.	
	Examiner	Art Unit	
	Clement B. Graham	3692	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to *6/11/07*.

2. ☒ The allowed claim(s) is/are *1-16*.

3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
   a) ☐ All b) ☐ Some* c) ☐ None of the:
      1. ☐ Certified copies of the priority documents have been received.
      2. ☐ Certified copies of the priority documents have been received in Application No. _____ .
      3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

   * Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.

5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
   (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
      1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
   (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____ .
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____.

FRANTZY POINVIL
PRIMARY EXAMINER
Au 3692

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Suneel Arora September 15, 2007.

The application has been amended as follows:

Claim 1 has been replaced by --

-- Claim, 1. A computer-assisted method for detecting content holes, comprising:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

determining a percentage of successful service interactions as a function of concept nodes; and

if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole and presenting an indication of the flagged content hole to a user or a computerized process.---

Claim 2 has been replaced by --

-- Claim, 2. A computer-readable medium having instructions that, when executed in a computer, detects content holes-by:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving; a user query as part of a service interaction, wherein the content body includes a first concept node;

determining a percentage of successful service interactions as a function of concept nodes; and

if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole and presenting an indication of the flagged content hole to a user or a computerized process.--

Claim 6 has been replaced by --

Claim, 6. A computer-assisted method for detecting content holes, comprising:

(a) accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of concept nodes;

(c) determining a percentage of queries as a function of concept nodes;

(d) determining a percentage of documents as a function of concept nodes;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole score is below a predefined threshold and and presenting an indication of the flagged content hole to a user or a computerized process.---

Claim 7 has been replaced by --

-- Claim, 7. A computer-assisted method of charging for services, comprising:

determining a percentage of successful service interactions in an information retrieval system over a period of time; and

billing as a function of the percentage of successful service interactions in the information retrieval system over the period of time. ---

Allowable Subject Matter

Claims 1-3, 5-7 are allowed.

The following is a statement of reasons for indication of allowable subject matter. The prior art fails to teach, or suggest, the limitations of:

" determining a percentage and number of successful service interactions as a function of concept nodes, and if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole, billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system" (as in independent Claims 1-3, 5-7);

Beattie et al (US Patent No: 6, 559, 742) discloses Information retrieval systems are designed to store and retrieve information provided by publishers covering different subjects. Both static information, such as works of literature and reference books, and dynamic information, such as newspapers and periodicals, are stored in these systems. Information retrieval engines are provided within prior art information retrieval systems in order to receive search queries from users and perform searches through the stored information. It is an object of most information retrieval systems to provide the user with all stored information relevant to the query. However, many existing searching/retrieval systems are not adapted to identify the best or most relevant information yielded by the query search. Such systems typically return query results to the user in such a way that the user must retrieve and view every document returned by the query in order to determine which document(s) is/are most relevant. It is therefore desirable to have a document searching system which not only returns a list of relevant information to the user based on a query search, but also returns the list to the user in such a form that the user can readily identify which information returned from the search is most relevant to the query topic.

Neither this Patent, alone nor in combination with others, disclose nor teach the feature of "determining a percentage and number of successful service interactions as a function of concept nodes, and if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole, billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system".

Lim (US Patent : 6, 526, 521) discloses When the computer system 20 is in operation, the cluster framework 28 sends pathway resource agent instruction signals 42 to the pathway resource agents 30. In response to the instruction signals 42, the routines 34 of the pathway resource agents 30 access the contents of the data structures 36, 38, 40 and return pathway resource agent response signals 44 to the cluster framework 28. The response signals 44 provide the cluster framework 28 with information (e.g., operation states) regarding the availability of the pathway sets 24 that transfer data between the nodes 22 and the data storage system 26.

Neither this Patent, alone nor in combination with others, disclose nor teach the feature of "determining a percentage and number of successful service interactions as a function of concept nodes, and if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole, billing as a function of the difference between the percentage of successful service interactions in the first information retrieval system and the percentage of successful service interactions for services provided in the second information retrieval system".

EBoodle.com and Google Team to Deliver to Powerful Online Shopping Assisting, PR, Newswire. New York: Dec 7, 1999. pg. 1) discloses MOUNTAIN VIEW, Calif., Dec. 7 /PRNewswire/ -- eBoodle.com(TM), provider of the leading online shopping assistant, and Google, Inc.(TM), a developer of advanced, next-generation search services, announced today that the companies have finalized a partnership to deliver a more robust search experience for online consumers. Based on the agreement, eBoodle.com will offer Google's innovative search services within its eBoodle Bar, a downloadable personal assistant. With this partnership, eBoodle.com is taking the first step toward making the eBoodle Bar the most useful bar on the web for shopping and surfing.

"Google's search capabilities give eBoodle's customers a convenient, fast, and easy solution for finding information and navigating the web," said Larry Page, Google president and co- founder. "Using Google from the eBoodle Bar gives users easy one-click access to information anywhere on the web. Searches are further enhanced by ".

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Clement Graham whose telephone number is (571) 272-6795. The examiner can normally be reached on 8:30am-5:00pm M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kambiz Abdi can be reached on (571) 272-6702. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status Application/Control Number: 09, 911, 839 Page 5 Art Unit: 3692
information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

C GRAHAM
Art Unit 3628
Sept 12, 2007

FRANTZY POINVIL
PRIMARY EXAMINER
Au 3692